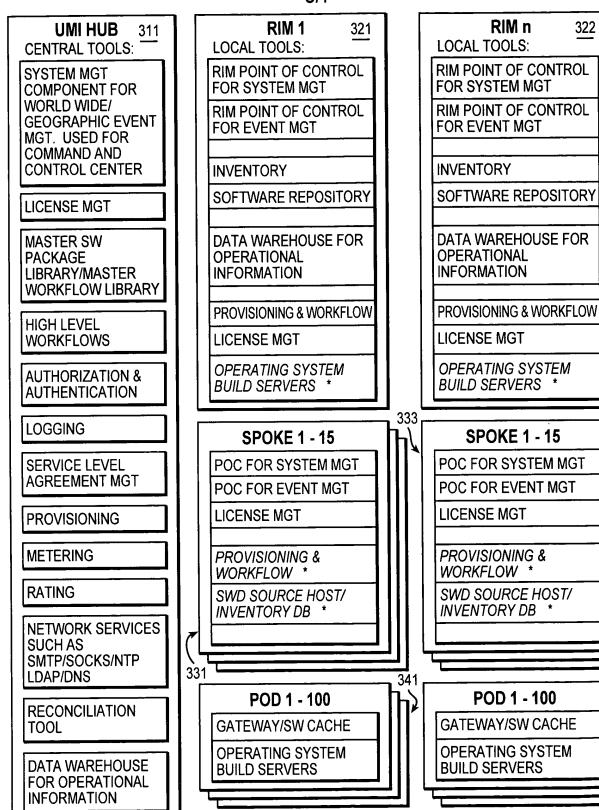


FIG. 2

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BUSINESS AS USUAL (BAU) SERVICES

FIG. 3A

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322

4/7 RIM n UMI HUB RIM 1 322 311 321 LOCAL TOOLS: **CENTRAL TOOLS:** LOCAL TOOLS: TIVOLI MGT REGION TIVOLI MGT REGION **TMR** FRAMEWORK; ITM 5.1.1, TIVOLI MGT FRAMEWORK FRAMEWORK: ITM 5.1.1. PACS, ITCM PACS, ITCM ITM.5.1.1 AND PACS **ITCM 4.2** TEC TEC **GATEWAY** HA FAILOVER SERVER HA FAILOVER SERVER HA FAILOVER SERVER INVENTORY SERVER INVENTORY SERVER SWD SOURCE HOST SWD SOURCE HOST **TEC NETVIEW TDW SERVERS** TDW SERVERS TIVOLI PROVISIONING TIVOLI PROVISIONING MASTER SW LIBRARY MGR SERVERS MGR SERVERS MASTER WORKFLOW TLM ADMIN/RUNTIME TLM ADMIN/RUNTIME LIBRARY **SERVER** SERVER OPERATING SYSTEM **OPERATING SYSTEM** SMTP/SOCKS/NTP BUILD SERVERS 1 BUILD SERVERS LDAP/DNS 333 **TDW SERVERS SPOKE 1 - 15 SPOKE 1 - 15** TEC TEC · 311 -TMR SERVER (SAME AS TMR SERVER (SAME AS RIM) RIM) **EESM** TIVOLI ASSET MGR TLM RUNTIME SERVER TLM RUNTIME SERVER NSM SRM MID LEVEL MGR SRM MID LEVEL MGR MANAGENOW TIVOLI PROVISIONING TIVOLI PROVISIONING SRM MAIN & DB MGR SERVERS MGR SERVERS **ORDERNOW** ESM/RT SWD SOURCE HOST SWD SOURCE HOST 331 **EPP MAIN & DB** MSS 341 ID ADMIN POD 1 - 100 POD 1 - 100 **CUSTOMER PORTAL** TIVOLI GATEWAY/SW **TIVOLI GATEWAY/SW** MSSD **DEPOT DEPOT HELPNOW** SEARCHNOW OPERATING SYSTEM OPERATING SYSTEM **BUILD SERVERS** BILLING **BUILD SERVERS** NETWORKMONITORING/MGT EXEC ALERT TBMS 343 -**351 BUSINESS AS USUAL (BAU) SERVICES** SLA (USING BAU METRICS)

FIG. 3

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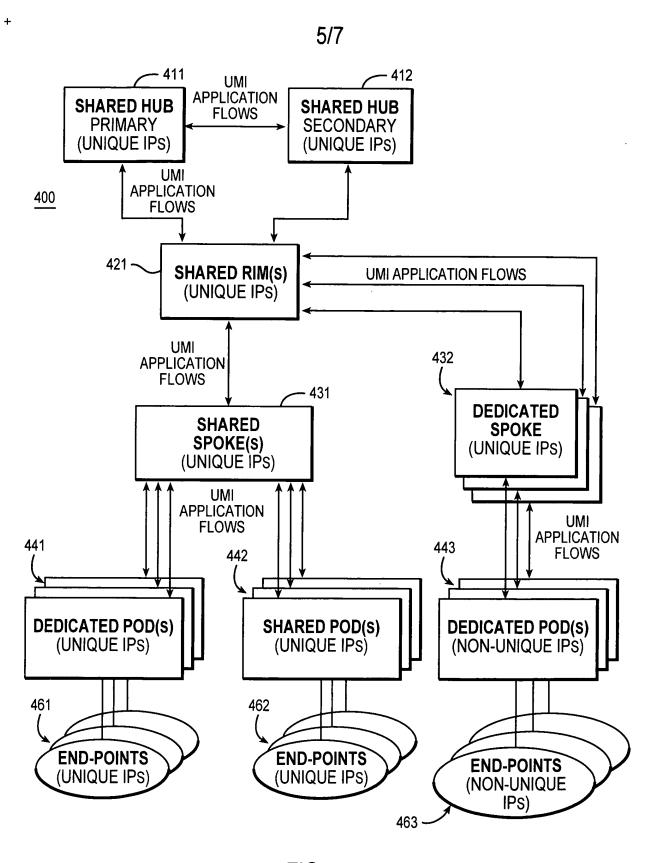


FIG. 4

ي پولسه

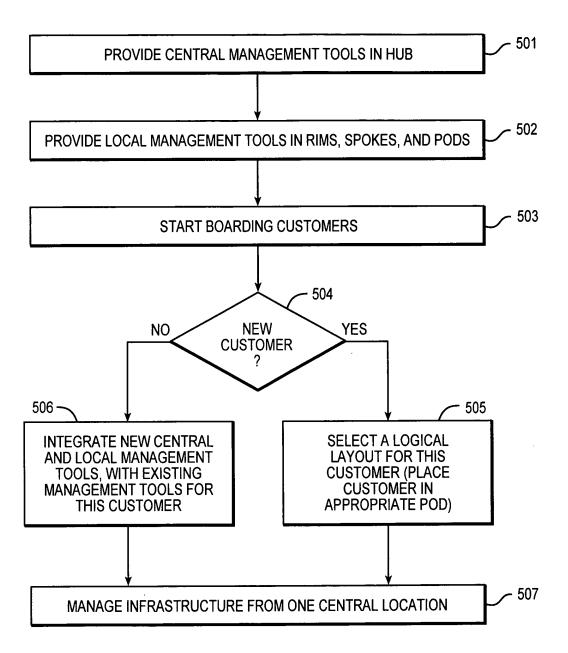


FIG. 5

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